



AMERICAN EMBASSY, HYDERABAD, INDIA

VACANCY ANNOUNCEMENT NUMBER: 12-35

OPEN TO: All interested Candidates

POSITION: Computer Operator (LAN), FSN-1805-08,
HYA-559002 (Personal Services Agreement)

OPENING DATE: November 27, 2012

CLOSING DATE: December 11, 2012

WORK HOURS: Full-time; 40 hours/week

SALARY: Not Ordinarily Resident (NOR) – Grade: FP-06
Ordinarily Resident (OR)-Grade: FSN-08
*Starting salary will be determined on the basis of qualifications
and experience, and/or salary history.

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Definitions) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Consulate, Hyderabad is seeking an individual for the position of Computer Operator (LAN) in Management Section.

Applicants must apply on U.S. Mission Application Employment Form and specify the vacancy announcement number. Applications not completed on U.S. Mission Application Employment Form, or without reference to a specific vacancy number will not be accepted. Only completed forms will be accepted. (Refer to application procedure below)

Only applicants who are selected for the interview will be contacted.

BASIC FUNCTIONS OF THE POSITION

- The incumbent functions as a Computer Operator in the Unclassified Information Systems Center. He/she provides application software support and writes programs to meet the constantly changing requirements of the various sections of the consulate.
- The incumbent is responsible for the day to day operations of an integrated Windows 2008/2003 and proprietary Unix based hybrid LAN consisting of 11 servers and more than 160 nodes, and other allied networking and telecommunication equipment.
- Develop's and maintains post intranet on a share point server for application and services. This involves complex web design and client server databases, interfacing on html and asp pages with backend SQL databases.
- Ensures trouble free functioning and operations of the network devices.
- Should be strong in trouble shooting and repairing hardware components like motherboards, power supplies, fuser assemblies, logic cards, hard disks, RAM etc.
- Should be very familiar with PC and server internals and architecture, and should be able to single handedly trouble shoot hardware faults in servers, PCs and printers.
- Constantly monitors network servers' storage capacity and in case of shortage of space takes corrective measures with guidance from the Supervisor.
- Performs relocation of computer resources as required.
- Initiates and monitors posts internet and other WAN connectivity. Responsible for implementing and record keeping of daily backup strategy of post and to implement offsite and local storage plan of backup tapes as per post guidelines.
- Installs operating system software and security updates and patches on Servers and work stations. Installs and maintains off the shelf software and Department of State specific applications on the servers and client PCs.
- The incumbent acts as the primary interface between the user community and the Systems office and is the vital point of contact at the help desk in resolving a myriad of day-to-day queries and problems.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. **Education:** At least 3 years Bachelor's degree is required along with an MCSE or equivalent certification. If the bachelor's degree is not related to IT, at least one year

technical training, diploma with emphasis on computer software, hardware and networking.

2. **Work Experience:** Two years of related work experience supporting IT environment and networking equipment in a large organization with complex networks running on WINDOWS 2008/2003 platform.
3. **Language proficiency:** Level III in spoken and written English and Level III in spoken Telugu or Hindi. **(When applying for the position, please indicate your level of proficiency for these languages)**
4. **Job Knowledge:** Thorough knowledge of organization's ADP operations and security principles. Technical knowledge of hardware capabilities, computer operation procedures and computer programs on a variety of platforms, and the ability to distinguish normal processing problems and machine problems. Prior experience or working knowledge of Microsoft SharePoint is highly desirable.
5. **Skills & Abilities:** Ability to fully comprehend and manage complex wide area networking environment. Implementing and trouble shooting skills on MS exchange, WINDOWS 2000/2003, Windows XP, MS-Office, MS Outlook, vendor specific printing and imaging software.

SELECTION PROCESS

Qualified Eligible Family Members and applicants with U.S. Veteran Preference will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested applicants for this position should submit the following:

1. Universal Application for Employment as a Locally Employed Staff or Family member (DS-0174) is available on website <http://hyderabad.usconsulate.gov/jobopportunities.html> or
2. A current resume or curriculum vitae that provides the same information found on the UAE (see Definitions); or
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-0214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

U. S. Consulate General,
Human Resources Office
1-8-323, Paigah Palace, Chiran Fort lane,
Begumpet, Secunderabad - 500003.
or
FAX: 4033-8301
or
E-mail: Hyderabadvacancies@State.gov

POINT OF CONTACT

Please insert **12-35** (Vacancy Announcement Number) in the Subject of the E-mail Hyderabadvacancies@State.gov. Applications without the Vacancy Number or with incorrect Vacancy Number will not be accepted.

DEFINITIONS

1. **Eligible Family Member (EFM)**: An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM)**: For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM)**: EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently

assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and

- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFM's without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number
- D. Date of Birth
- E. Place of Birth
- F. Dates Available for Work
- G. First, Middle, & Last Names as well as any other names used
- H. Current Address, Day, Evening, and Cell phone numbers
- I. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- J. U.S. Social Security Number and/or Identification Number
- K. Eligibility to work in the country (Yes or No)
- L. Special Accommodations the Mission needs to provide (Yes or No; if yes, provide explanation)
- M. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- N. Days available to work
- O. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- P. U.S. Eligible Family Member and Veterans Hiring Preference
- Q. Education
- R. License, Skills, Training, Membership, & Recognition
- S. Language Skills
- T. Work Experience
- U. References

CLOSING DATE FOR THIS POSITION: (December 11, 2012)

The U.S. Mission in New Delhi provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Drafted: HR: SThuniki
Cleared: IPO: MKhattak
Approved: MO: DMcCullough